

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

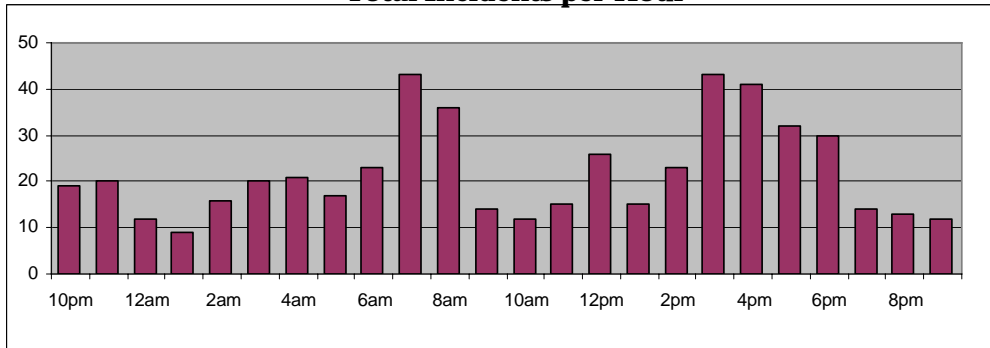


Mia Silver, PE PTOE  
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October 2006

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



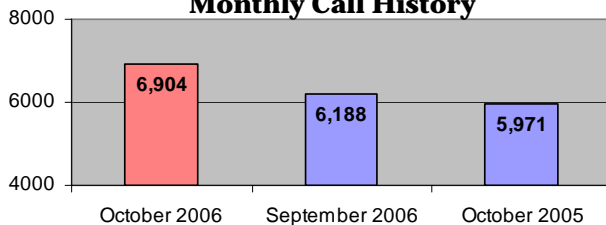
**Total Incidents by Roadway**

Freeway	Oct 2006	Sep 2006	Oct 2005
I-75	136	144	121
I-94	125	117	110
I-96	60	72	34
I-696 (Reuther)	59	84	98
M-10 (Lodge)	51	56	51
I-275	46	48	50
M-39 (Southfield)	46	36	42
I-375	3	0	0
<b>Total</b>	<b>526</b>	<b>557</b>	<b>506</b>

**Monthly Incident Activity**

	Oct 2006	Sep 2006	Oct 2005
Freeway Closures	8	22	13
Lane Closures	29	24	31
Ramp Closures	2	5	2

**Monthly Call History**



**Calls by Type**

Agency	No. of Calls
Freeway Courtesy Patrol	4850
Michigan State Police	849
Media	728
MDOT Construction (Incoming)	70
MDOT Construction (Outgoing)	32
Other MDOT	116
ITS Maintenance	26
Other	233
<b>Total</b>	<b>6904</b>

## MITS Center News



Facilitated an Incident Responder Safety Workshop, in which 27 different agencies consisting of police, service patrol, transportation, and road commissions participated. Video was played demonstrating the importance of reflective clothing and proper traffic control. Some of the many topics covered, "Incident

Traffic Control", "Night time Visibility" and "Vehicle Positioning". Participants to the workshop gave it a resounding 95% satisfaction rate, with comments such as "outstanding job by all speakers", "very helpful and useful information", and many helpful suggestions were given for future workshops.



The new FCP Call Card Data base system rolled out this month with great success. With the new software, the information obtained by FCP drivers in the field allows for ease of entry and thus allowing data entry to be more efficient and less time consuming.

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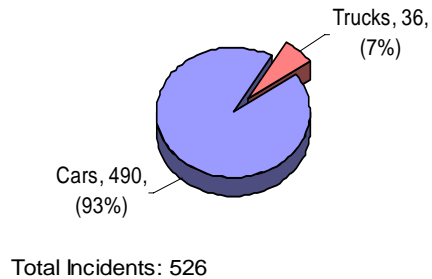
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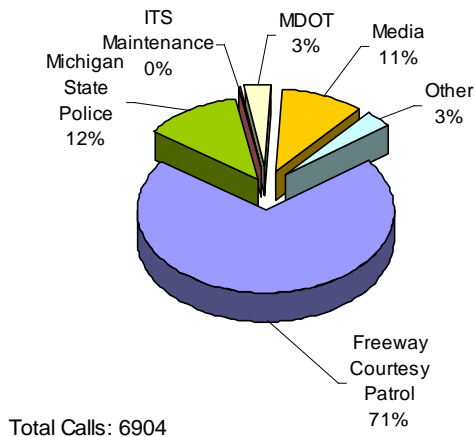
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,755 assists that the Freeway Courtesy Patrol (FCP) provided during the month of October, 967 assists (20%) were dispatched by the FCP dispatchers located at the MITS Center.

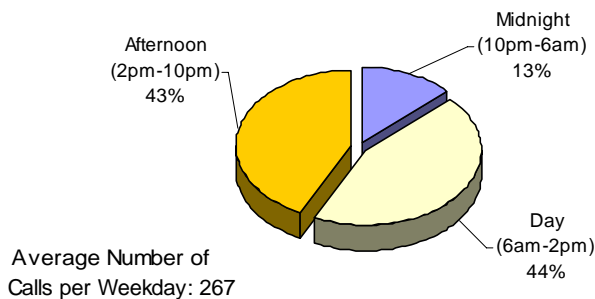
### Vehicle Composition of Incidents



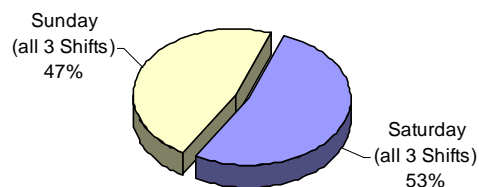
### Calls by Type



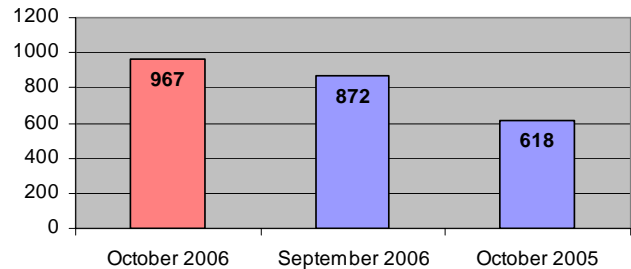
### Calls by Weekday Shift



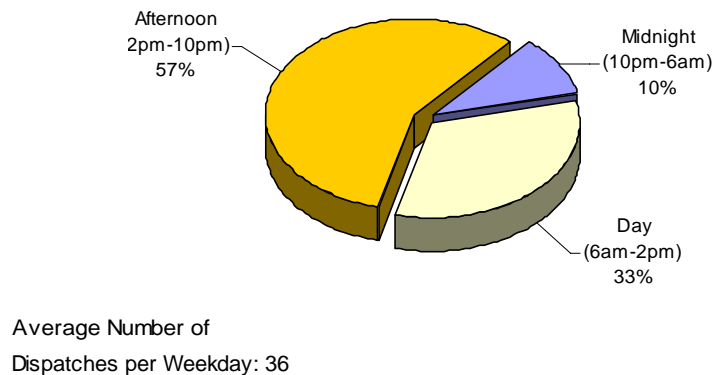
### Calls by Weekend Day



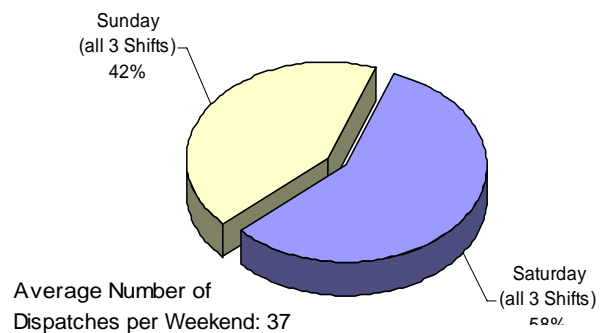
### Freeway Courtesy Patrol Monthly Dispatch Activity



### Freeway Courtesy Patrol Dispatches by Weekday Shift



### Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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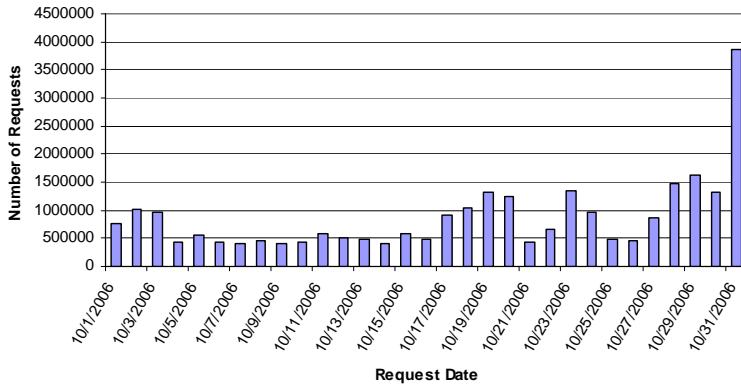
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

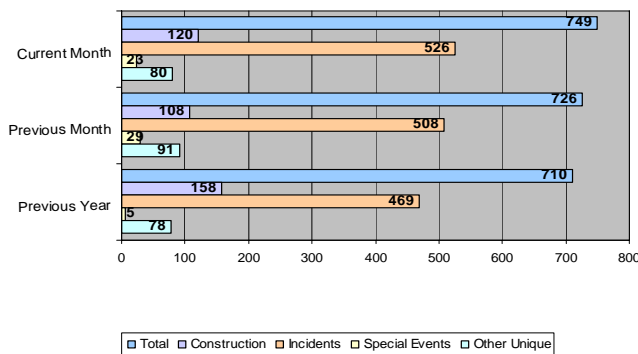
### Website Activity



### Top 5 DMS with Unique Messages

1. I-94 EB at Rotunda
2. I-94 EB at Second
3. I-375 NB at Gratiot
4. M-10 NB at Porter
5. I-75 SB at Clay

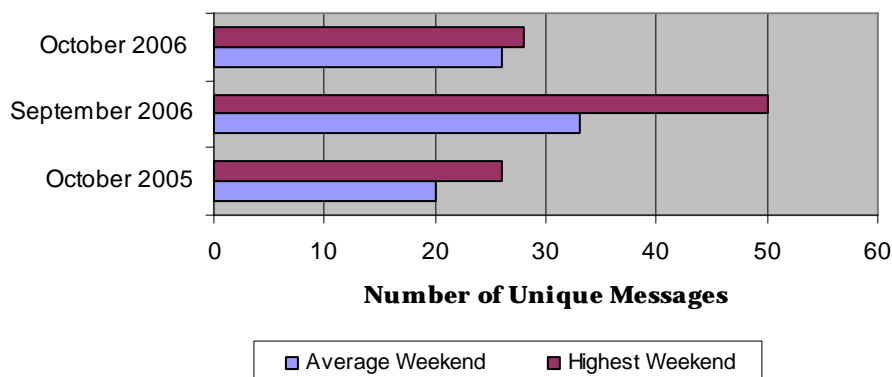
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Oct 2006	Sep 2006	Oct 2005
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Oct 2006	Sep 2006	Oct 2005
All High Impact Messages	92.3%	96.1%	99.2%
Freeway Closure Messages	87.5%	95.5%	95.0%
Lane Closure Messages	93.1%	100.0%	97.0%
Ramp Closure Messages	100.0%	80.0%	99.0%
Other Communication	Oct 2006	Sep 2006	Oct 2005
Advisory Text-Messages	89.7%	94.1%	93.4%
Website Incident Postings	94.9%	100.0%	97.9%

### Weekend Construction DMS Message Activity



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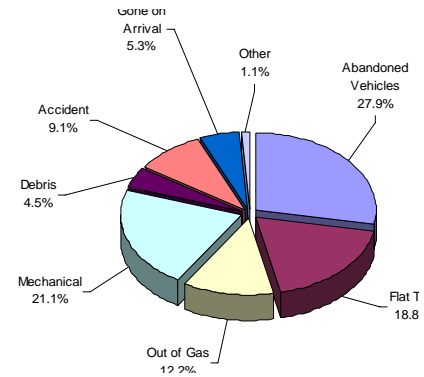
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

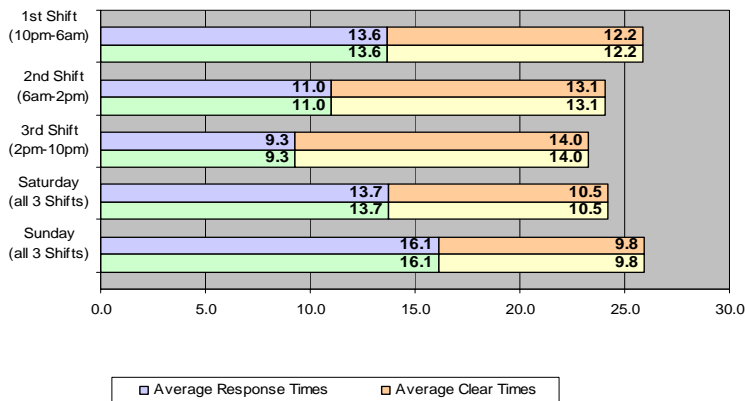
*I'd like to thank MDOT for providing me with help after one of my tires blew out on 696 E a few days ago. Your Courtesy driver was courteous and quick in changing my tire, without problems and without charge.*  
*Thank you for your kind assistance.*

### Assist Type

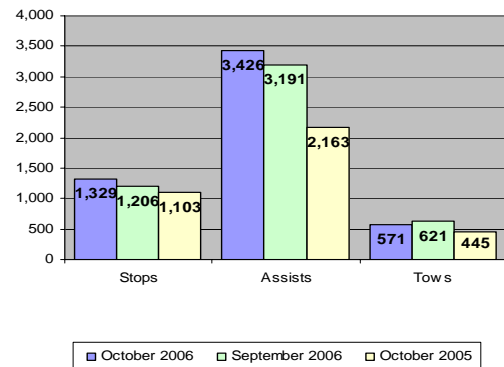


Total Number of Incidents: 4755

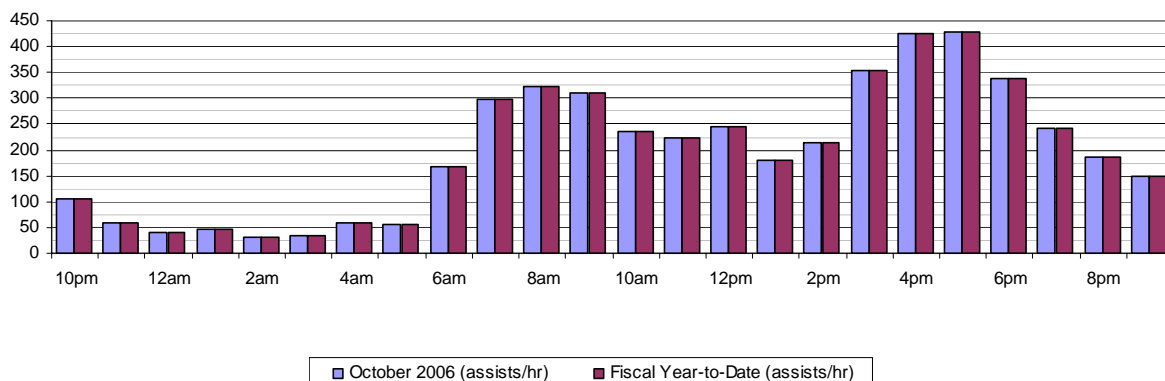
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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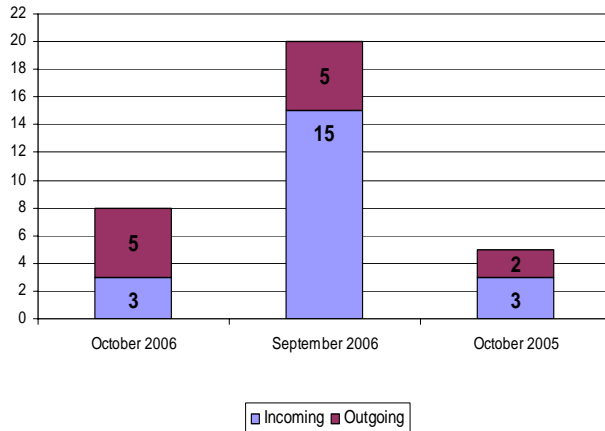


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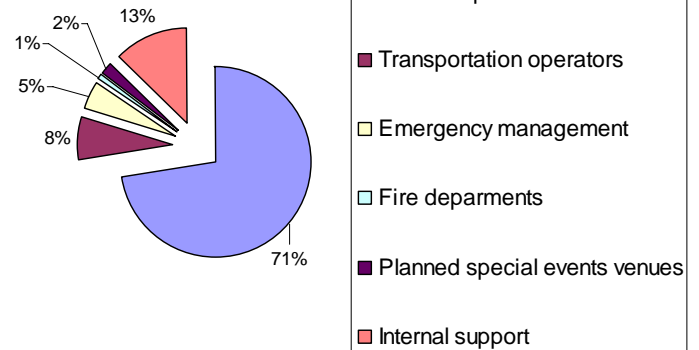
October 2006

## TRAFFIC INCIDENT MANAGEMENT

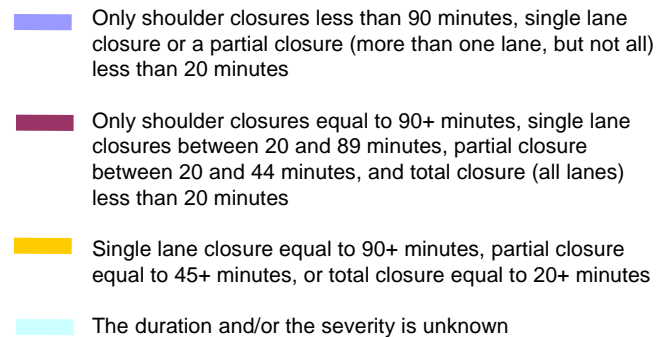
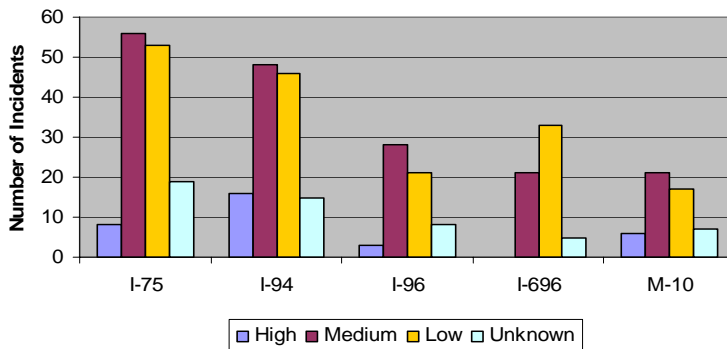
### Local Police Department Calls



### Video Users

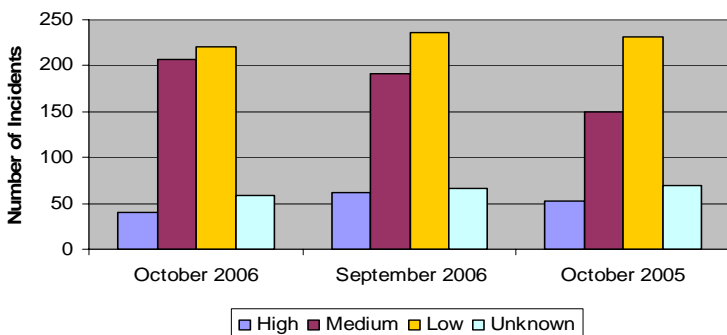


### Severity/Duration by Top Five Freeways

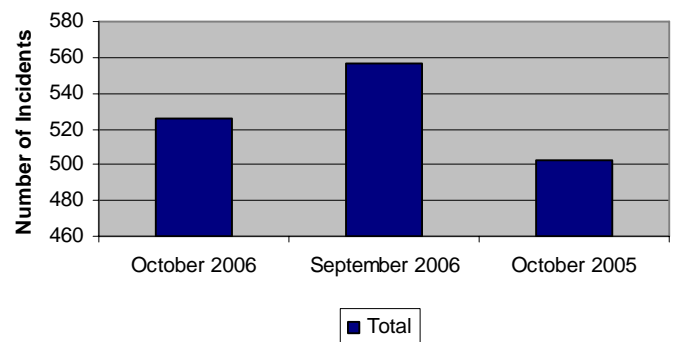


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents





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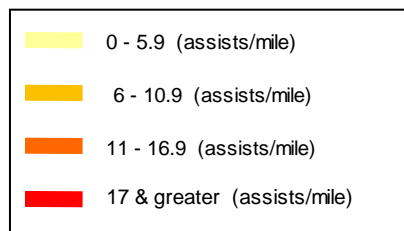
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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		October 2006	Fiscal YTD Avg.	October 2006	Fiscal YTD Avg.	October 2006	Fiscal YTD Avg.	October 2006	Fiscal YTD Avg.
I-75	87.6	1307	1307	14.9	14.9	11.7	11.7	12.7	12.7
Oak Co. Line to I-696	37.0	449	449	12.1	12.1	17.9	17.9	10.6	10.6
I-696 to I-94	8.0	335	335	41.9	41.9	8.7	8.7	16.3	16.3
I-94 to I-96	5.6	130	130	23.2	23.2	9.7	9.7	12.2	12.2
I-96 to I-275	37.0	393	393	10.6	10.6	10.6	10.6	12.2	12.2
I-94	60.7	1118	1118	18.4	18.4	10.4	10.4	11.9	11.9
Wash. Co line to M-39	20.7	364	364	17.6	17.6	11.0	11.0	13.0	13.0
M-39 to I-75	9.0	240	240	26.7	26.7	10.0	10.0	10.8	10.8
I-75 to I-696	10.0	294	294	29.4	29.4	9.6	9.6	12.0	12.0
I-696 to St. Clair Co. Line	21.0	220	220	10.5	10.5	12.4	12.4	11.3	11.3
I-96	34.0	666	666	19.6	19.6	12.7	12.7	12.7	12.7
Liv. Co. Line to I-275/I-696	11.0	142	142	12.9	12.9	18.6	18.6	13.9	13.9
I-275/M-14 to M-39	12.0	240	240	20.0	20.0	12.2	12.2	12.3	12.3
M-39 to I-75	11.0	284	284	25.8	25.8	10.3	10.3	12.5	12.5
I-275	37.5	435	435	11.6	11.6	11.3	11.3	14.6	14.6
I-96/I-696 to M-14/I-96	8.0	171	171	21.4	21.4	9.8	9.8	15.7	15.7
M-14/I-96 to I-94	12.0	189	189	15.8	15.8	11.1	11.1	13.7	13.7
I-94 to I-75	17.5	75	75	4.3	4.3	16.9	16.9	14.4	14.4
I-375	1.2	13	13	10.8	10.8	10.3	10.3	6.5	6.5
I-696 (Reuther)	28.7	477	477	16.6	16.6	10.1	10.1	12.7	12.7
I-96/I-275 to M-10	9.3	148	148	15.9	15.9	13.1	13.1	11.8	11.8
M-10 to I-75	9.0	152	152	16.9	16.9	8.1	8.1	15.1	15.1
I-75 to I-94	10.4	177	177	17.0	17.0	10.3	10.3	11.3	11.3
M-5 (Grand River)	10.3	69	69	6.7	6.7	9.7	9.7	14.4	14.4
M-8 (Davison)	2.2	62	62	28.2	28.2	5.3	5.3	11.9	11.9
M-10 (Lodge)	17.9	399	399	22.3	22.3	9.7	9.7	14.8	14.8
M-14	6.4	27	27	4.2	4.2	14.1	14.1	12.2	12.2
M-39 (Southfield)	14.2	182	182	12.8	12.8	11.6	11.6	15.1	15.1
<b>Total</b>	<b>300.7</b>	<b>8,758</b>	<b>8,758</b>						

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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type (page 1)</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Log Database</b> Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> – Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.